

## **IMO – Mailroom Supervisor**

### **13. BASIC FUNCTION OF POSITION:**

Incumbent has supervisory responsibilities over two mailroom clerks and one switchboard operator / mailroom clerk. Additionally, performs all unclassified mail room operations, messenger duties and ensures that the mail room runs IAW military postal regulations. Assists the motor pool with deliveries and pickups in Jerusalem and Tel Aviv. Coordinates delivery of local mail to ensure timely delivery. Serves as an alternate telephone switchboard operator in the absence of the regular switchboard operator. Performs expeditor duties as needed.

### **14. Major Duties and Responsibilities**

#### **% of time**

#### **1. Mail room responsibilities:**

**50%**

- Receive, sort, distribute incoming official and personal mail.
- Check outgoing mail for conformity with Department of State and postal regulations and segregate mail for placement in outgoing pouches. Prepare pouches and related paperwork for dispatch.
- Maintain invoice records for all pouches.
- Compile and keep current distribution patterns for incoming official material, routing diplomatic correspondence, Foreign Affairs Manuals and other publications to appropriate offices.
- Maintain a central address list for forwarding personal mail and ensure that all such mail is forwarded within one business day.
- Maintain logs for all controlled, registered, certified and insured items.
- Requisition funds from petty cash for Israeli postal meter operations, weigh envelopes and affix the proper postage.
- Conduct biannual mail survey for the military post office.
- Prepare periodic workload counts (weights and number of pieces) for Tel Aviv B&F office.
- Advise the IPC staff member(s) when pouches are missing or delayed.
- Ensure that the mail room is operated IAW military post office regulations.

#### **3. Driving and expeditor requirements:**

**25%**

- Drive to local post office daily to receive and dispatch local mail.
- Drive to Tel Aviv for mail pick-up.
- Provides expeditor services when post's other expeditors are busy or unavailable.
- Drive throughout the city to make special deliveries as required.
- Ensure that the mail room vehicle is always properly maintained.

#### **4. Supervision duties:**

**25%**

- On a daily basis incumbent reviews and monitors work assignments of the mailroom clerks and switchboard operator / mailroom clerk, sets priorities and adjusts assignments as needed to meet shifting priorities, projected workload, and established deadlines.
- Provides adequate guidance for all work assignments.

## **15. Qualifications Required for Effective Performance**

- A. Education: Completion of Secondary school is required
- B. Prior Work Experience: One year of mail handling experience is required. One year of supervisory experience is required.
- C. Post Entry Training: Two weeks on the job training for mail room operations
- D. Language Proficiency (list both English and host country languages proficiency requirements by level (II, III, IV) and specialization (speak/read): Level III English, Level IV Hebrew is required
- E. Job Knowledge: Must have good knowledge of mail handling procedures. Must be familiar with the operation of the Meridian 1 option 11c telephone operator console.
- F. Skills and Abilities: Possession of a Class C driver's license is required. Good working knowledge of Microsoft office applications (Word, Excel, Outlook) is required; must be eligible for an airport badge.

## **16. Position Elements**

- A. Supervision Received: Works under the general supervision of the Information Management Officer. The majority of duties must be performed with little supervision
- B. Supervision Exercised: Supervises two mail room clerks and one switchboard operator/clerk.
- C. Available Guidelines: Diplomatic pouch and mail handling instructions and procedures of the US Government.
- D. Exercise of Judgment: Must drive official vehicles safely and observe all traffic laws. Must respect the privacy of the information entrusted to him.
- E. Authority to Make Commitments: None.
- F. Nature, Level and Purpose of Contacts: Contacts with local postal officials and airport officials to expedite the processing of official requirements.
- G. Time Expected to Reach Full Performance Level: Three months.